

KATHRYN A. MYERS

September 5, 2015

Dear Chief Brace,

I am extremely interested in the Records Clerk position for the New Boston Police Department. I am confident that my skills, education and work experience have prepared me very well for this position.

I would like to specifically highlight the following skills and abilities:

- I have my Masters in Public Administration.
- I have over 15 years of customer service experience including serving clients via the telephone, email and in-person.
- I have experience working with municipalities, including public works and police departments, in an educational setting.
- I have excellent oral communication skills. I have served clients from all over the USA and Canada via the telephone and I have also worked as a telemarketer.
- I have excellent written communication skills including 15+ years experience communicating with customers via email, writing newsletter articles and editing website content.
- I am detail oriented and organized. I keep to-do lists using Google Drive and prioritize my work throughout my shift. I also have over 11 years of event planning experience.
- I have experience working with the public including in educational settings and in volunteer recruitment and management.
- I have experience with working with sensitive information and understand the need and legality in keeping information confidential. I worked with the *FIRST*® Youth Protection Department staff, who conducted background checks on *FIRST*® volunteers. I had to inform volunteers if there was a complaint filed against them, a hit on their report and also inform them if they could no longer volunteer for *FIRST*®.
- I am proficient in Microsoft Word, Excel and PowerPoint and I have 7 years experience in database management.
- I have 7 years experience in program management including completing state and federal grant reports, budget management, filing and record keeping.
- I have 7 years experience in invoicing and collecting payments from customers.
- I have served as a Court Appointed Special Advocate (CASA) for NH where I had to complete court reports and attend court proceedings to advocate for the best interest of an abused child.

I understand I would be “the face” of the New Boston Police Department. I would take that role very seriously. I can assure you that I dress professionally, and I am professional and courteous in demeanor. I am also very easy to talk to and can easily relate to people. I have worked with the public for many years and I am comfortable greeting and assisting people with their issues or concerns. I can also be firm if someone is testing boundaries or needs a firm response to calm down.

I am happy to discuss all of the above with you in more detail during my interview. I am extremely excited about this opportunity with the New Boston Police Department! Thank you for your time and I look forward to meeting you!

Sincerely,
Kathryn A. Myers, MPA